



@actonenergy

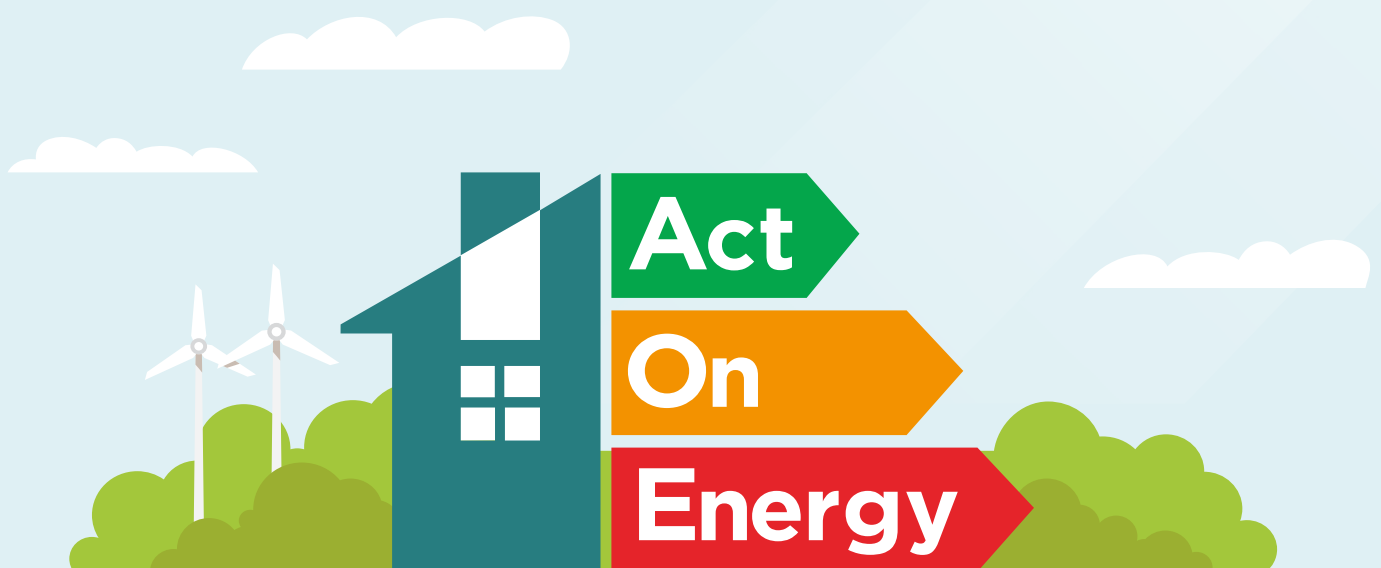


@act\_on\_energy



@act\_on\_energy

# Evidence guide



save money and the environment

Act on Energy is a company limited by guarantee and registered in England and Wales, number 3621022 and a **registered charity**, number **1075679**.

Registered address: Lauriston Business Park, Pitchill, Salford Priors, Warwickshire, WR11 8SN

This guide will help you understand what information can be accepted as evidence for the scheme you are applying for.

### What do we mean by “evidence”?

Evidence is a piece or collection of information that indicates something is true or valid. In this context, the evidence we require is to prove that you meet the qualifying criteria for the scheme you are applying for.

### Ways we can receive your evidence:

- ▶ Original paper document (sent by post)
- ▶ Photocopy of the original document (sent by post)
- ▶ Scan of the original document (printed and sent by post or emailed as an attachment)
- ▶ Scan of a photocopy (printed and sent by post or emailed as an attachment)
- ▶ Photo of the document (clear and NOT blurry) (printed and sent by post or emailed as an attachment)
- ▶ Mobile device or computer screen-shots (printed and sent by post or emailed as an attachment)




## 1 INCOME – Bank statements

This is to prove that your COMBINED gross (before tax) household income is below the threshold of the scheme. The scheme requires you to provide 2 months of **FULL** bank statements (most recent) for **ALL** current accounts for **every adult** in the household (including adult children).

Every statement **MUST SHOW name, address, date and ALL continuous transactions**. Please remember that if you're sending us **screen-shots of bank statements**, they need to capture **every single transaction**.

### EXAMPLE 1.1

**LLOYDS BANK**  **05 August 2022** **Page 1 of 2**

Document requested by: **MR JOHN SMITH**  
Your Account  
Sort Code: **10-01-00**  
Account Number: **10010010**

Apartment 1  
Unknown Street  
Town  
WR11 1WW  
(Address last updated 21 May 2019)

**CLASSIC** **01 June 2022 to 01 August 2022**

Money In	E504.23	Balance on 01 June 2022	£103.79
Money Out	E507.72	Balance on 01 August 2022	£0.30

**Your Transactions**

Date	Description	Type	Money In (£)	Money Out (£)	Balance (£)
01 Feb 22	MR SMITH	FPI	100.00		103.79
01 Feb 22	LLOYD'S BANK	CPT		101.55	2.24
01 Feb 22	LLOYD'S BANK	FPO		1.00	1.24
03 Feb 22	LLOYD'S BANK	DEB		0.83	0.41
07 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.56
07 Feb 22	LLOYD'S BANK	CPT		31.55	4.01
09 Feb 22	LLOYD'S BANK	DEB		3.88	0.13
14 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.28
14 Feb 22	LLOYD'S BANK	CPT		31.55	3.73
15 Feb 22	LLOYD'S BANK	FPI	10.00		13.73
15 Feb 22	LLOYD'S BANK	CPT		10.00	3.73
15 Feb 22	LLOYD'S BANK	DEB		3.50	0.23
21 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.38
21 Feb 22	101P10101P DWP UC	BGC	243.63		279.01
21 Feb 22	LLOYD'S BANK	CPT		231.55	47.46
21 Feb 22	LLOYD'S BANK	FPO		35.00	12.46

(Continued on next page)

If you think something is incorrect, please contact us on 0345 300 0000

Lloyds Bank plc, Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 3085 Lloyds Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 110276. We adhere to The Standards of Lending Practice which are monitored and enforced by the LSA: [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)

Make sure your evidence shows **all** of the below:

- 1 **Recent date**
- 2 **Applicant's full name**
- 3 **Applicant's address**
- 4 **2 months' worth of transactions**

Income evidence which **DOES NOT** show **all** of the above **4 criteria** is considered insufficient.

**Lloyds Bank - Print Friendly Statement** **Page 1 of 1**

Date	Description	Type	Money In (£)	Money Out (£)	Balance (£)
01 Feb 22	MR SMITH	FPI	100.00		103.79
01 Feb 22	LLOYD'S BANK	CPT		101.55	2.24
01 Feb 22	LLOYD'S BANK	FPO		1.00	1.24
03 Feb 22	LLOYD'S BANK	DEB		0.83	0.41
07 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.56
07 Feb 22	LLOYD'S BANK	CPT		31.55	4.01
09 Feb 22	LLOYD'S BANK	DEB		3.88	0.13
14 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.28
14 Feb 22	LLOYD'S BANK	CPT		31.55	3.73
15 Feb 22	LLOYD'S BANK	FPI	10.00		13.73
15 Feb 22	LLOYD'S BANK	CPT		10.00	3.73
15 Feb 22	LLOYD'S BANK	DEB		3.50	0.23
21 Feb 22	HMRC CHILD BENEFIT	BGC	35.15		35.38
21 Feb 22	101P10101P DWP UC	BGC	243.63		279.01
21 Feb 22	LLOYD'S BANK	CPT		231.55	47.46
21 Feb 22	LLOYD'S BANK	FPO		35.00	12.46

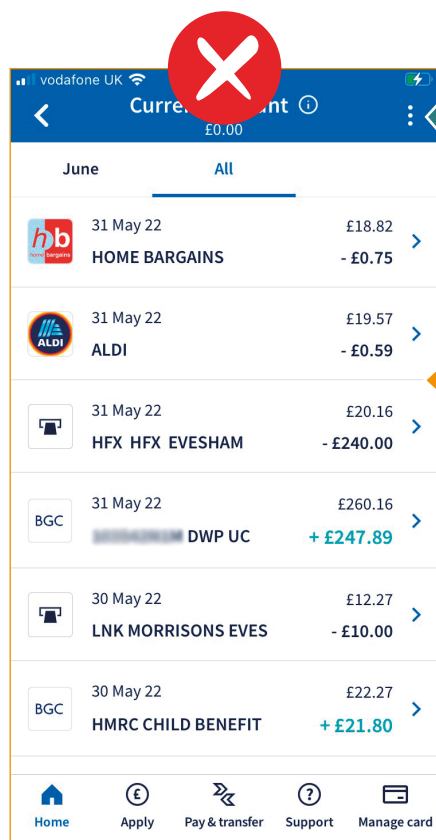
<http://www.lloydsbankplc.co.uk/digital-statement/print-friendly> 24/07/2022

**EXAMPLE 1.2**  
- the following page of bank statement.



# 1 INCOME - Examples

**EXAMPLE 1.3 - NOT acceptable**  
- no applicant's details



Click **here** to find full statements

- ✗ recent date
- ✗ applicant's name
- ✗ applicant's address
- ✗ 2 months of transactions

**EXAMPLE 1.3 -**  
**NOT acceptable - missing pages**

- ✓ recent date
- ✗ applicant's name
- ✗ applicant's address
- ✗ 2 months of transactions

18 Feb 22	THE ENTERTAINER 21			16.10	92.57
18 Feb 22	NANDOS SOLIHLK			24.90	67.67
18 Feb 22			250.00		74
18 Feb 22		FPO		250.00	67.67
18 Feb 22		TFR	20.00		67.67
18 Feb 22		CPT		30.00	57.67
21 Feb 22		FFI	100.00		157.67

(Continued on next page)

If you find something is incorrect, please contact us on 0345 300 0000

©2022 Lloyd's Bank plc. Registered Office: 25 Abchurch Lane, London EC4N 3DF, UK. Registered in England and Wales no. 2080 Lloyd's Bank plc is authorised by the Financial Conduct Authority and is supervised by the Prudential Regulation Authority and the Financial Reporting Regulator. Our company registration number is 10276. The address is The Bank of England, London. Financial statements are reviewed and endorsed by the FRC. www.lloydsbankplc.com

LLOYDS BANK		12 August 2022	Page 6 of 8
CLASSIC		Sort Code	
Your Transactions		Account Number	


Date	Description	Type	Money In (£)	Money Out (£)	Balance (£)
21 Feb 22	GREVILLE ARMS	DEB		10.10	147.57
21 Feb 22	ICELAND	DEB		29.84	117.73
21 Feb 22	GREGGS	DEB		7.85	109.88
21 Feb 22	The Greville Fish	DEB		10.80	99.08
21 Feb 22	DWP CA	BGC	67.60		166.68
21 Feb 22	DWP UC	BGC	1,440.06		1,606.74
21 Feb 22	SEVERN TRENT LTD	SO		20.00	1,586.74
21 Feb 22		SO		170.00	1,416.74
21 Feb 22		SO		36.00	1,380.74
21 Feb 22		DO		2.50	1,378.24
21 Feb 22		DO		2.50	1,375.74
21 Feb 22	SEVERN TRENT WATER	DO		15.83	1,359.91
21 Feb 22	SOLIHLK MOORS FOU	DO		32.00	1,327.91
21 Feb 22	EE LIMITED	DO		48.76	1,279.15
21 Feb 22	OCTOPUS ENERGY	DO		80.00	1,199.15
21 Feb 22	LNK BUTLINS	CPT		201.25	997.90
21 Feb 22	GREVILLE ARMS	DEB		5.95	991.95
21 Feb 22	ONE STOP 9456	DEB		31.80	960.15
22 Feb 22	BUTLINS SHOPS	DEB		4.25	955.90
22 Feb 22	GREGGS BICKENHILL	DEB		6.05	949.85
22 Feb 22	MCDONALDS	DEB		14.93	
22 Feb 22	ESSO BICKENHILL SS	DEB		67.80	

(Continued on next page)

If you find something is incorrect, please contact us on 0345 300 0000

©2022 Lloyd's Bank plc. Registered Office: 25 Abchurch Lane, London EC4N 3DF, UK. Registered in England and Wales no. 2080 Lloyd's Bank plc is authorised by the Financial Conduct Authority and is supervised by the Prudential Regulation Authority and the Financial Reporting Regulator. Our company registration number is 10276. The address is The Bank of England, London. Financial statements are reviewed and endorsed by the FRC. www.lloydsbankplc.com

**EXAMPLE 1.5 - NOT acceptable**  
- no applicant's address



Transactions-01

SMITH J & SMITH J

Premier Select

Account details

0100 0000 0000 0000

From

11/08/2022

To

11/05/2022

Date of creation

11/08/2022

Your transactions

Date	Description	Type	Paid in (€)	Paid out (€)
10 Aug	POSTCODE LOTTERY	Direct Debit		€10.00
	Tesco	Debit Card Transaction		€26.42
	ALDI COSTA	Debit Card Transaction		€3.35
	WM MORRISONS	Debit Card Transaction		€12.03
09 Aug	Lowell Financial Ltd	Direct Debit		€1.00
	Costa Coffee	Debit Card Transaction		€3.35
	MARKS&SPENCER PLC	Debit Card Transaction		€2.55
	REASSURER LTD	Automated Credit	£81.68	
	LIQUID TRADING	Automated Credit	£4.25	
08 Aug	NOTEMACHINE 05AUG	ATM Transaction		€20.00
	MCDONALD'S	Debit Card Transaction		€2.38
	Costa Coffee	Debit Card Transaction		€3.35
	APC BOURNEMOUTH	Debit Card Transaction		£11.75
	Greggs PLC	Debit Card Transaction		€3.45
	Greggs PLC	Debit Card Transaction		€1.95
	WH Smith	Debit Card Transaction		€1.40
	MCDONALD'S	Debit Card Transaction		€3.88
	WM MORRISONS STORE	Debit Card Transaction		£8.75
	TESCO STORES 4890	Debit Card Transaction		€1.10
	National Lottery (UK)	Debit Card Transaction		€5.00
		Automated Credit		

- ✓ recent date
- ✓ applicant's name
- ✗ applicant's address
- ✓ 2 months of transactions

### EXAMPLE 1.4 - Acceptable

[illegible]

- ✓ recent date
- ✓ applicant's name
- ✓ applicant's address
- ✓ 2 months of transactions



# BILLS - Energy and/or water

This is to prove your account number with the energy supplier and build-up of debt (where applicable). The copy of your bill will provide the **account number** ensuring payments are made to the correct account. For support with debts, **you MUST provide** 2 most recent **continuous** bills showing the debt's build-up. If the name on the bill differs from that on the application for help, this may require further clarification.

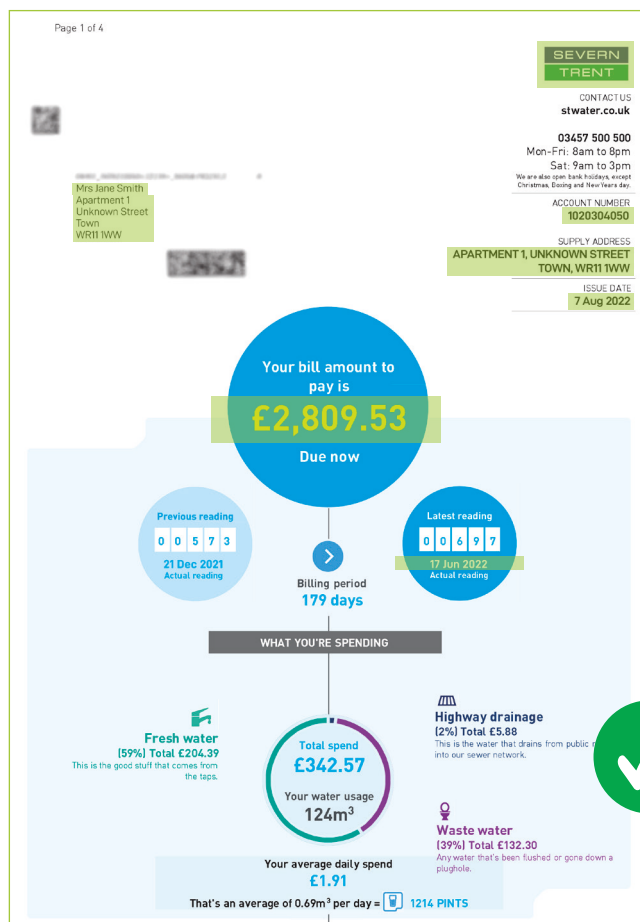
Make sure your evidence shows **all** of the below:

## EXAMPLE 2.1

- 1 **Supplier's name**
- 2 **Applicant's name**
- 3 **Applicant's address**
- 4 **Account number/ customer reference number**
- 5 **Recent date**
- 6 **Due amount/ current balance**

Energy account evidence which **DOES NOT** show **all** of the above **6 elements** is considered insufficient.

## EXAMPLE 2.2



**UW Utility Warehouse**

Manage your account anytime, anywhere, online or via the UW app. Download our free app for iOS and Android, or visit [uw.link/login](http://uw.link/login).

Visit our online help centre at [uw.link/bills](http://uw.link/bills) or call us on **0333 777 0 777**.

**Your account number:** 1234567

Bill date: 9 August 2022

Bill number: 1213141516

Everything in one place  
**Here's your monthly bill**

There's an overdue balance on your account:  
**£295.81**  
See page 8 for details →

Your overdue balance **does not** include the amount due on this bill, which should be paid as normal.

**What now?**  
If you have not already done so, please pay this amount immediately in order to avoid further debt collection action and additional charges.

Energy page 2 £125.28

Credits & Debits page 6 £8.00

**Total charges** £133.28  
£127.31 + £5.97 VAT

**Cashback earnings** page 6 -£1.66

**Total amount due** will be collected by Direct Debit on or after **31 January 2022** **£131.62**

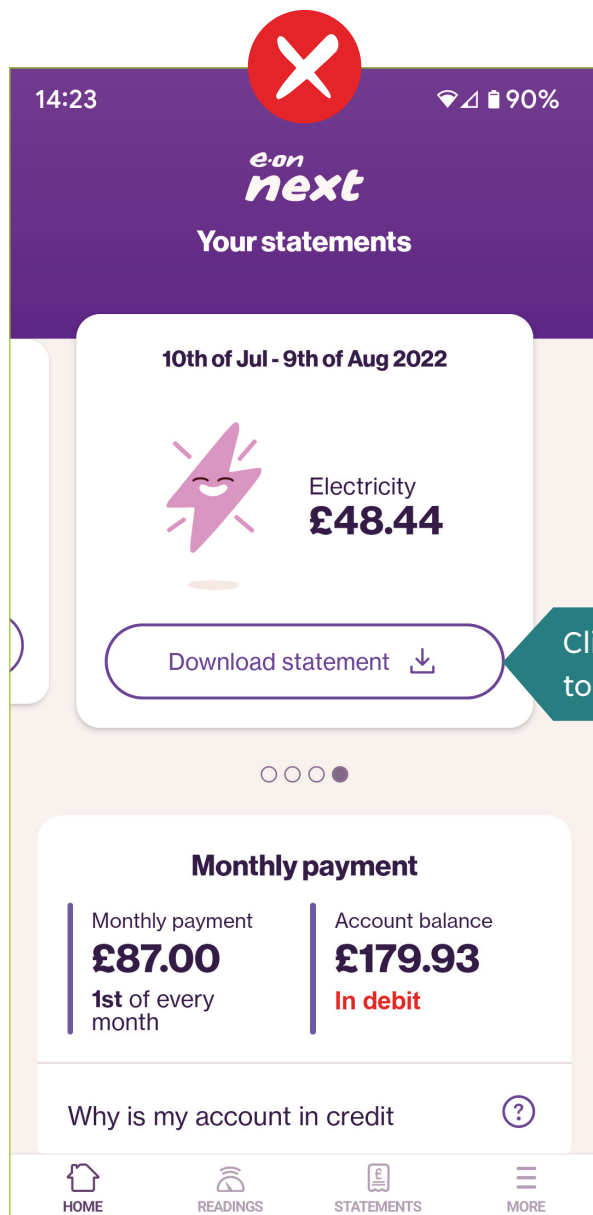
Utility Warehouse Ltd.  
Registered office: Network HQ, 508 Esplanade Road, The Hyde, London, NW9 5AB.  
VAT Number: 135 5549 86.

**DIRECT Debit**

We require to see at least **2 CONTINUOUS** and most recent energy/water bills.

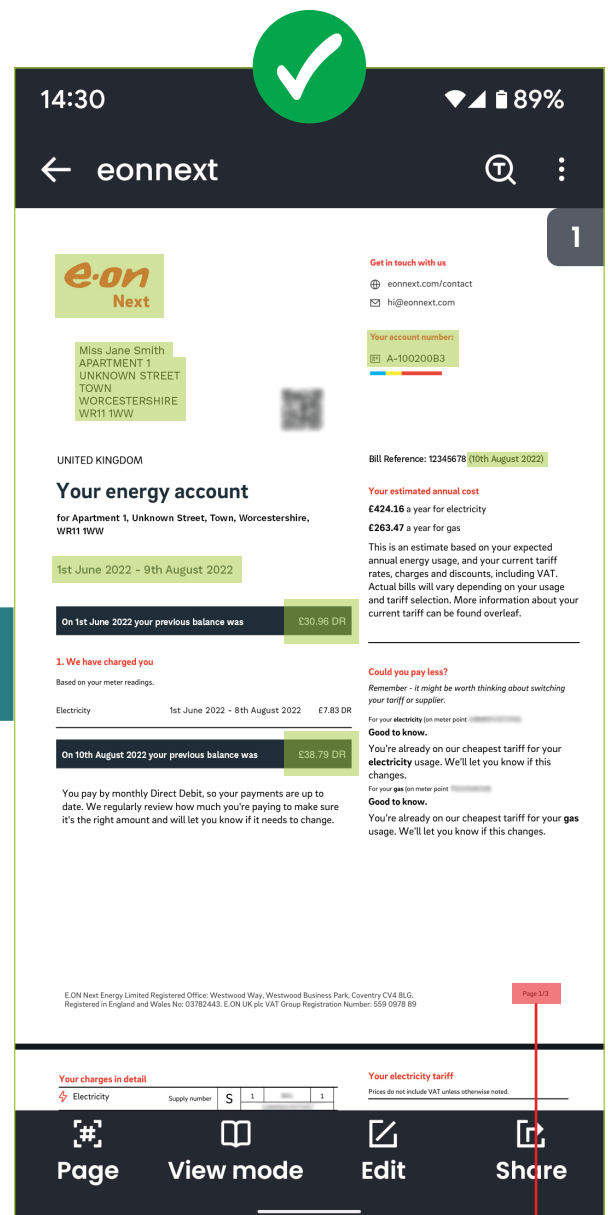
# BILLS - Examples

EXAMPLE 2.3 - NOT acceptable



- ✓ name of the energy provider
- ✗ applicant's name
- ✗ applicant's address
- ✗ customer reference number
- ✗ recent date
- ✓ latest balance/ due amount

EXAMPLE 2.4 - Acceptable

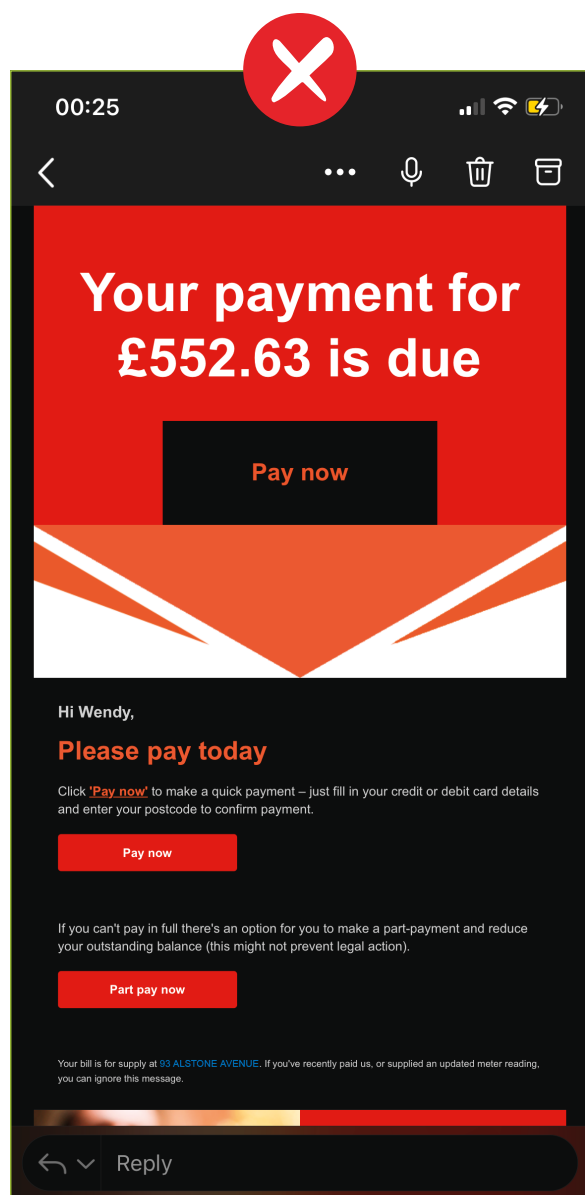


- ✓ name of the energy provider
- ✓ applicant's name
- ✓ applicant's address
- ✓ customer reference number
- ✓ recent date
- ✓ latest balance/ due amount

You must provide multiple screenshots. We have to see all the pages.

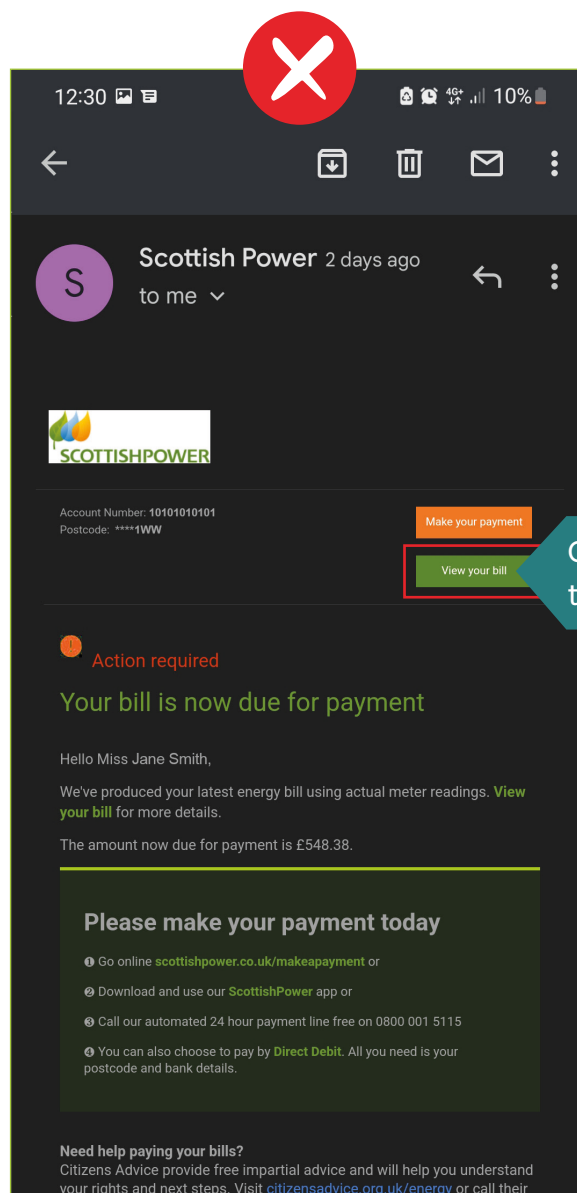
## 2 **BILLS – Examples continued**

**EXAMPLE 2.5 – NOT acceptable**



- ✗ name of the energy provider
- ✗ applicant's full name (partial only)
- ✗ applicant's address (partial only)
- ✗ customer reference number
- ✗ recent date
- ✓ latest balance/ due amount

**EXAMPLE 2.6 – NOT acceptable**



Click this button to get the full bill

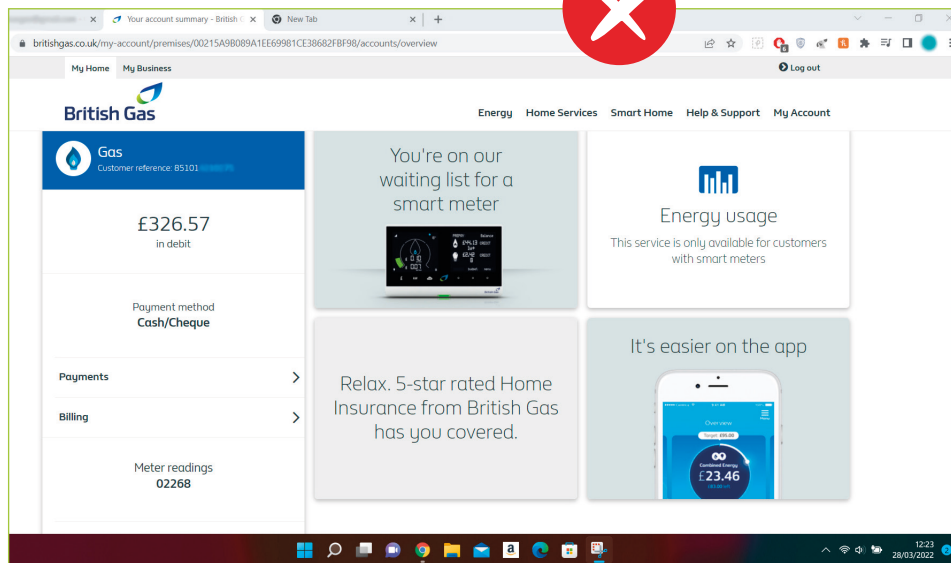
- ✓ name of the energy provider
- ✓ applicant's full name
- ✗ applicant's address
- ✓ customer reference number
- ✗ recent date (not specific)
- ✓ latest balance/ due amount





# BILLS - Examples continued

EXAMPLE 2.7 - NOT acceptable

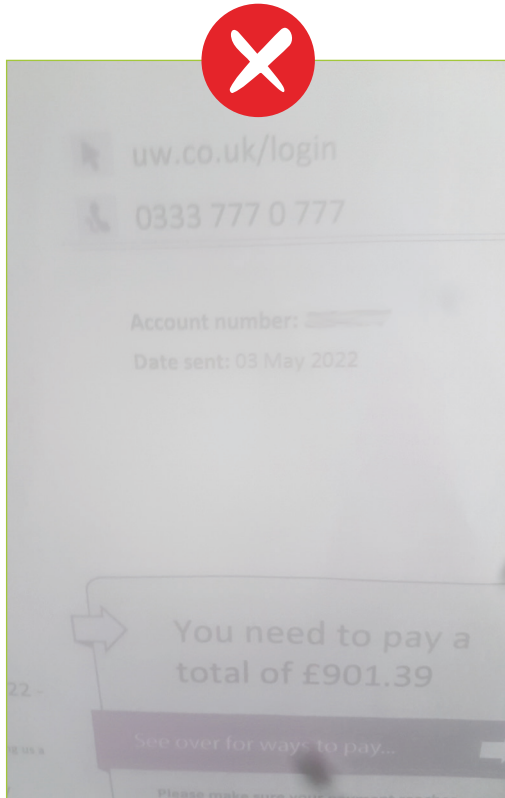


- ✓ name of the energy provider
- ✗ applicant's full name
- ✗ applicant's address
- ✓ customer reference number
- ✓ recent date
- ✓ latest balance/ due amount

Scroll up to show your name and address\*

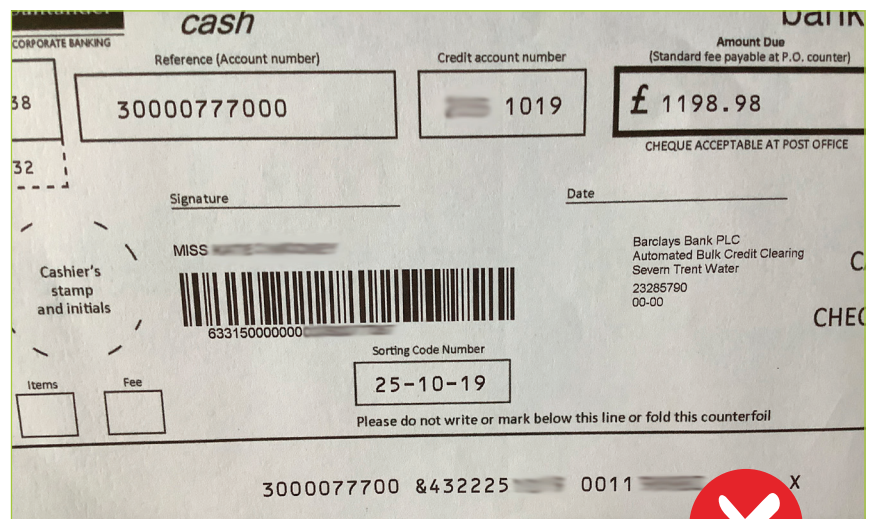
\*Send multiple screen-shots. We have to see all the pages.

EXAMPLE 2.8 - NOT acceptable - BLURRY



- ✗ name of the energy provider
- ✗ applicant's full name
- ✗ applicant's address
- ✗ customer reference number
- ✗ recent date
- ✗ latest balance/ due amount

EXAMPLE 2.9 - NOT acceptable - REMITTANCE SLIP



- ✓ name of the energy provider
- ✓ applicant's full name
- ✗ applicant's address
- ✓ customer reference number
- ✗ recent date
- ✓ latest balance/ due amount



To prove this you must provide evidence of at least one of the below:

- ▶ Unmanageable debts (e.g. letters from debt collection agencies about missed payments etc.)
- ▶ Long-term diagnosed and treated medical conditions\*
- ▶ In receipt of Personal Independence Payment (PIP)\*\*
- ▶ In receipt of Disability Living Allowance (DLA)\*\*
- ▶ In receipt of free school meals
- ▶ Made redundant since 1st January 2022 and still not employed
- ▶ Self employed and unable to work by Covid 19/ Income impacted by Covid 19
- ▶ Pregnant and not in receipt of full maternity pay
- ▶ Other - evidence must be provided and will be reviewed to see if it qualifies

### EXAMPLE 3.1 - Long-term medical condition

**DEPARTMENT OF RHEUMATOLOGY**

Consultant: Dr G Sultan  
 Secretary: [Redacted]  
 Direct telephone no. 01905 760300  
 Fax No. 01905 760460  
 Helpline No. 01905 760461

Worcestershire Acute Hospitals NHS Trust  
 Worcestershire Royal Hospital  
 Charles Hastings Way  
 Newtown Road  
 Worcester  
 WR5 1DD  
 Telephone: 01905 763333

Our Ref: [Redacted]  
 Date: 19/12/2020  
 Clinic Date: 22/11/2020  
 NHS No: [Redacted]  
 Hospital No: [Redacted]

GP Surgery's Name  
 Address

Dear Dr [Redacted]

Miss Jane Smith DOB: 01.01.2000  
 Address: Apartment 1, Unknown Street, Town, WR11 1WW

**Diagnosis:** Fibromyalgia

**Medications:** Nil

**Management Plan:**

1. Patient has been sent for routine blood tests and inflammatory markers
2. Treatment advised
3. Referred to Physiotherapy for graded exercise programme
4. GP Action: After pregnancy, I would advise that you could start Amitriptyline, Pregabalin, Gabapentin, Duloxetine or Mirazapine for fibromyalgia treatment
5. GP Action: If patient's symptoms are not controlled with the above, I would be very grateful if you could consider referral to the Chronic Pain Team

**Follow-up:** 8 months - I have advised that she can cancel this appointment if she feels that her symptoms can be managed by her GP surgery

Continued.

WANT COPY ONLY - Original scanned into e2 notes

Our sites are completely SMOKEFREE

Make sure your evidence shows **all** of the below:

- 1 Type of vulnerability e.g. medical condition
- 2 Date (most recent)
- 3 Applicant's name
- 4 Applicant's address
- 5 Diagnosis
- 6 Proof of long-term and treated condition

Medical condition evidence which **DOES NOT** show **all** of the above 6 elements is considered insufficient.

### EXAMPLE 3.2 - Letter of redundancy

John Smith  
 100 Victoria Avenue  
 Gloucester  
 GL4 9GJ

Puppies Foundation Ltd  
 Unit 101 Barking Industrial Estate  
 Gloucester  
 GL1 1GL

30 January 2022

Dear John Smith,

**Confirmation of dismissal**

Following the meeting held on 27 January 2022 and the recent consultation process, unfortunately, this letter is to confirm that the decision has been made to terminate your employment with Puppies Foundation Ltd by reason of redundancy. This letter is formal notification of your termination of employment on the grounds of redundancy. In reaching this decision, you will be aware that we announced that redundancy was likely at Puppies Foundation Ltd, we then met with you to discuss your provisional selection for redundancy and we have considered all the circumstances including the options for avoiding redundancy. However, unfortunately we have been unable to identify suitable alternative employment for you or any other way in which your redundancy could be avoided. Despite the fact that we are satisfied a fair, reasonable and objective process has taken place, it is a matter of regret to us that this situation has occurred. The arrangements in respect of your dismissal are:

1. You are entitled to notice of 1 week, which will expire on 7 February 2022 which will be your final day of employment (the **Termination Date**).
2. Your accrued holiday entitlement for this holiday year, calculated pro-rata up to the Termination Date, is 28. You have taken 28. You therefore have no outstanding holiday entitlement.
3. Please follow the usual procedures for claiming any expenses, and hand back any company property to the HR Manager before the Termination Date.
4. Your final payment of salary shall be made on 08 October 2019, less normal deductions of tax and National Insurance contributions and we will forward your P45 to you in due course.
5. In addition, during the remaining period of your employment, you are entitled to reasonable time off work for job hunting and interviews. Please ask the HR Manager for further details, including the rate of pay during such time, if you wish to exercise this right.

Up to the Termination Date we will continue to consider the availability of suitable alternative employment for you. However, we do not wish to falsely raise your hopes and therefore please bear in mind that the chances of another role becoming available are small. You have the right to appeal against your dismissal. If you wish to do so you should inform the HR Manager in writing by 14 October 2019, stating your grounds of appeal in full. If you appeal but the appeal process is incomplete at the Termination Date, then the dismissal will still take effect as described above but if your appeal is later successful then you will be reinstated with retrospective effect to the Termination Date and any lost pay will be reimbursed. If you have any questions please contact the HR Manager. We treat personal data collected during the redundancy process in accordance with our data protection policy. Information about how your data is used and the basis for processing your data is provided in our employee privacy notice and other policies.

Yours sincerely,

[Signature]

Act On Energy  
 save money and the environment

\*Photos of medication boxes with labels on or photos of repeat prescription etc. are also acceptable. However, at minimum, those must show recent date, your name and address. In some cases further explanation may be required.

\*\*Evidence of PIP and/or DLA can be shown on your bank statement evidence. We can also accept DWP benefit award letters.